(*Rs. in lacs*)

	1999-2000	2000-2001	2001-2002 (upto November, 2001)
Contingent Heads	896.12	837.32	539.06
Computers, Advertisement & Postage	474.43	607.25	426.13
TOTAL	1370.55	1444.57	965.83

The expenditure on advertisements has increased to promote the sale of DDA properties as well as for image building of the organisation expenditure on computers has also increased since the work of organization is being computerized on a fast speed and the expenditure on postage and stamps is inevitable and cannot be curtailed.

The total amount of Honorarium paid for arduous nature of duties and for other inhouse training programmes and conducting various examinations was Rs. 4 lacs during 1999-2000, Rs. 7.80 lacs during 2000-2001 and Rs. 6.50 lacs during 2001-2002 upto November, 2001.

News-item "Zero tolerance corruption reduced to zero action"

448. SHRIMATI SAROJ DUBEY: Will the Minister of URBAN DEVELOPMENT AND POVERTY ALLEVIATION be pleased to state:

(a) whether Government's attention has been drawn to the news-item captioned "Zero tolerance corruption reduced to zero action", which appeared in the Statesman, dated the 24th November, 2001;

(b) if so, the steps taken by the DDA for constituting three-men team for DDA alongwith its composition etc.; and

(c) the short and long-term measures proposed towards zero tolerance corruption in DDA?

THE MINISTER OF STATE IN THE MINISTRY OF URBAN DEVELOPMENT AND POVERTY ALLEVIATION (SHRI BANDARU DATTATRAYA): (a) Yes, Sir.

(b) No such team has been constituted by DDA.

(c) The measures initiated by DDA towards "zero tolerance corruption" are given in the enclosed statement.

Statement

Initiatives taken by DDA towards zero tolerance corruption

DDA have adopted three-pronged strategy viz. preventive, detective & punitive to curb corruption in the organization. To maintain integrity in the Department, instructions regarding anti-curruption measures issued by the Department of Personnel and Training and Ministry of Urban Development are being scrupulously followed. Measures for strengthening of Vigilanc Admn. & anti-corruption work as advised by the Central Vigilance Commission are also being implemented.

Several long-term measures have been initiated by DDA to train its work force, introduced computerization and e-governance as well as exercising strict vigilance at all levels.

Various preventive measures have been taken to streamline the functioning of the organization i.e. monitoring/implementation of time limits provided for various items/transactions in DDA as per citizen's charter. The system of acknowledging letters & documents has been put in place. The Centralized Receipt & Despatch Section has been computerized and the public is issued a computerized acknowledgement against their letters. All important letters like demand-cum-allotment letters, refunds etc. are being sent by Speed Post and proof of delivery is being obtained from Post Office.

13 Counsellors/Facilitators have been permanently seated in the main Reception Hall of Vikas Sadan for personally attending to the public visiting DDA offices for various transactions. These Counsellors apart from guidance also help in documentation.

All the procedures are being further reviewed to minimize public complaints.

Steps have been taken to disseminate information regarding functions and facilities provided by public dealing departments to customers by way of issuing brochures, hand books and notices in newspapers & public places. DDA has also created a Website (dda.delhi.com) to provide information to public.

As a short-term measure, disciplinary action is being taken against defaulting officials. During the year 2001-2002, the departmental action has been initiated against 100 officials. During the same period, disciplinary cases

of 152 officials were finalized, out of which in 60 cases, major penalty was imposed, which included 5 cases of removal/dismissal from service and one case of compulsory retirement. In 59 cases, minor penalty was imposed.

Unattended complaints in Vasant Vihar

449. SHRIMATI SAROJ DUBEY: Will the Minister of URBAN DEVELOPMENT AND POVERTY ALLEVIATION be pleased to state:

(a) the number of complaints received in the Service Centre of CPWD at Central Government Housing Complex, Vasant Vihar during the last two years and the time taken to dispose of each of these complaints alongwith number of complaints which remained unattended for more than seven to fifteen days;

(b) whether some complaints of damaged doors of 67 Block still remain unattended even after a lapse of one year;

(c) if so, the details thereof and the reasons therefor; and

(d) the action taken against the careless officials?

THE MINISTER OF STATE IN THE MINISTRY OF URBAN DEVELOPMENT AND POVERTY ALLEVIATION (SHRI BANDARU DATTATRAYA): (a) Details of complaints received in the Service Centre of CPWD, Central Government Housing Complex, Vasant Vihar in the last 2 years is as below:

Complaints received in

Year	Civil		Elect.	Total
2000-2001	29988	+	12696	-42684

Complaints attended within 2-3 days:

2000-2001 — 42286

Complaints which remained unattended for more than 7-15 days:

2000-2001 — 398

Minor complaints are normally attended to within two to three days whereas major complaints and complaints relating to special repairs take more time since these involve calling of tender and observance of various procedural formalities and are sometimes also constrained by lack of funds.